



Volunteer Handbook

2020



Welcome!

The Collier County Parks & Recreation Division welcomes you as a Volunteer and hopes your association with us will be a mutually satisfying experience.

This handbook has been designed to provide you with information regarding the operation and procedures of our Volunteer Program. Please read before beginning your volunteer opportunity. Continue to use it as a reference as your volunteer experience develops.

Mission

Our mission is to provide a diverse system of parks that support healthy lifestyles, strengthen our community, enrich our economy, and protect and sustain our environment.

Vision

Our Vision is to provide a world-class system of parks, natural resources and recreational opportunities which are essential for the quality of life in our community now, and in generations to come.



List of Sites

Community Centers and Parks

- Eagle Lakes Community Park
- East Naples Community Park
- Golden Gate Community Center
- Golden Gate Community Park
- Immokalee Community Park
- Immokalee South Park
- Immokalee Sports Complex
- Max Hasse Jr. Community Park
- Veterans Community Park
- Vineyards Community Park

Regional Parks

- Freedom Park
- Gordon River Greenway Preserve
- North Collier Regional Park
- Sugden Regional Park

Public Pools

- Eagle Lakes Community Park
- Golden Gate Aquatic Facility
- Immokalee Sports Complex
- Sun –N– Fun Water Park Lagoon

Beaches and Beach Parking

- Barefoot Beach Access
- Barefoot Beach Preserve
- Bluebill Parking Lot Access
- Clam Pass Beach Park
- Conner Park Beach Parking
- North Gulf shore Access
- South Marco Beach Access
- Tigertail Beach
- Vanderbilt Beach

Conservation Collier Preserves

- Alligator Flag Preserve
- Cocohatchee Creek Preserve
- Camp Keais Strand Project
- Caracara Prairie Preserve
- Gordon River Greenway Preserve
- Logan Woods Preserve
- McIlvane Marsh Project
- Nancy Payton Preserve
- Otter Mound Preserve
- Panther Walk Preserve
- Pepper Ranch Preserve
- Railhead Scrub Preserve
- Red Maple Swamp Preserve
- Redroot Preserve
- Rivers Road Preserve
- Shell Island Preserve
- Wet Woods Preserve
- Winchester Head Preserve

Fitness Centers

- Eagle Lakes Community Park
- Golden Gate Community Park
- Immokalee Sports Complex
- Max Hasse Community Park
- North Collier Regional Rec-Plex

Collier County Parks and Recreation Division is proud to be a CAPRA Accredited Agency recognized for excellence in operation and service.



Goals of the Volunteer Program

1. Provide individuals the opportunity to serve their community by being a part of an accredited County Parks & Recreation Division, with the ability to enhance their level of service to the public.
2. Designate volunteers as a resource for the community through their interactions with the Collier County Parks & Recreation Division.
3. Engage volunteers through service, helping them to learn new skills or utilize current abilities, while meeting the service needs of our community.

Volunteer Background Screening

Prior to serving as a Collier County Parks & Recreation Volunteer, all potential volunteers must first complete a Volunteer Application and Background Screening Authorization online. **For safety reasons, every volunteer is required to complete and pass a background check when brought on-board as a volunteer with the County and on an annual basis.** The Background Screening Authorization process requires the volunteer's name, address, social security number, and date of birth. Associated costs will be paid for by the Parks & Recreation Division. The clearance process is usually completed in 2-3 business days. Incomplete or omitted information may delay processing.

If the volunteer candidate is a minor (under the age of 18), a signature from a parent or legal guardian is required, in addition to the candidate's application and acknowledgment. The volunteer candidate must submit a Parental Permission Form in order to process the background screening request. All forms will be kept on file and maintained per Florida Statute §119.021 by the Volunteer Coordinator.

****Volunteers may be subject to DCF background screening depending on their area of assignment.*

Facility Information

Parking: Each site is different and parking availability and location varies, please confirm with your supervisor where to park prior to your arrival.

Personal Belongings: Please secure your belongings.

Volunteer Classification

Regular Volunteers:

- An individual who is engaged in specific voluntary service activities on an on-going or continual basis for a period longer than 5 shifts or upon completion of the Bright Futures Program requirements (75 or 100 hours) is required to apply to become a *regular* volunteer.
- Typically stationed at one site, volunteering on a regular basis
 - *Example: Coaching Basketball*
 - *Administrative opportunities*
 - *Special programs like sailing*
 - *Butterfly garden maintenance*

Requirements:

- Must be a minimum of 13 years of age
- If under 18, must submit written parental or legal guardian permission
- Complete an electronic Volunteer Application
- Complete divisional screening or interview process
- Pass any required background checks and rescreening as may be required attend Volunteer Orientation and report to a defined supervisor
- Will wear, at all times, County issued badge or other identification of volunteer status
- Must submit a time log to his/her supervisor or designee at minimum on a monthly basis or use electronic time reporting for each volunteer occurrence/shift volunteered
- Follow all applicable CMAs

Junior Volunteers:

- Must be at least 13 years of age
- Must have parental consent
- Junior Volunteers will follow same guidelines as Regular Volunteers of 10 hours or more
- May be subject to DCF background screening depending on area of volunteer assignment

Special Event Volunteers:

- Occasional Service Volunteers provide a one-time, or short-term service, or participate in the Bright Futures program or other student-oriented volunteer requirement program (up to the maximum number of required hours).
- Typically volunteering at a Special Event in the community
 - *Example: SnowFest or Beach Clean Up*

Requirements:

- Must be a minimum of 13 years of age
- If under 18, must submit written parental or legal guardian permission
- Will wear, at all times, County issued badge or other identification of volunteer status
- While volunteering, will be overseen 100% of the time by a County staff member
- Will attend event orientation and safety briefing and will be accountable to defined supervisor for the volunteer event time-log should be submitted to the assigned supervisor before leaving the assignment, or use electronic time reporting for the volunteer hours worked
- If a club or group assisting with special events or short-term projects, shall complete a Group Application and an individual application for all volunteers and it will be approved by the Director or delegate prior to the event
- If a club or group, a group participation roster is required and the group participation roster will serve as the time log form
- All parental approvals are obtained prior to the start of the event, as applicable

Volunteer Opportunities

A variety of Volunteer opportunities are available throughout Collier County each year. Some opportunities include:

- Administrative Archiving and Records
- Athletic Events
- Aquatic Facilities
- Beach Clean-ups
- Children's Events
- Coaching Youth Teams/Scorekeeping
- Community Center Events
- Environmental Preservation
- Event Planning
- Parks Operations
- Park Maintenance
- Special Events

Volunteer Responsibilities

Upon starting service duties, volunteers must:

- Always wear Volunteer ID
- Keep track of hours on your timesheet
- Communicate your schedule and any changes to your supervisor
- Follow applicable dress codes, policies, and procedures
- Immediately report any incidents with your supervisor and the Volunteer Coordinator
- Submit your timesheet to your supervisor by the last day of each month

Expectations

A Volunteer should expect to:

- Be treated with respect
- Be given a suitable assignment
- Receive training for the assignment
- Have regular feedback and evaluation of their volunteer performance
- Be given sound direction and guidance

A Volunteer should:

- Be sincere in the offer of service and believe in the value of each assignment
- Maintain the confidentiality of all proprietary or privileged information
- Maintain the dignity and integrity of the Division with the public
- Carry out duties promptly and reliably in a pleasant manner
- Accept guidance and decisions of Staff
- Be willing to learn and participate in orientation and training

Record Keeping: Time Sheets

Each month Volunteer Hours are entered into our Volunteer Database. **Please complete and submit your volunteer timesheet by the last day of each month.**

It is very important that you return your timesheet each month complete with the following information:

- Dates worked and Total Hours worked
- Location name
- Time of work; all fractions of time are to be rounded off to the nearest quarter (.25, .50, .75 and 1.00)
- Please have your supervisor sign your timesheet and send to the Volunteer Coordinator by the 6th day of the following month

Sample Time Sheet:

Name: Jane Doe

Daytime phone: (239) 123-4567

Worksite: North Collier Regional Park

Supervisor: Mr. Smith

DATE	TIME IN/OUT	TOTAL HOURS	JOB
8/1/16	10:00am – 2:00pm	4	Park Clean Up
12/3/16	3:00pm – 5:45pm	2.75	Snowfest

Volunteer Policies

Orientation and Training

Orientation and training classes will be regularly offered to volunteers. Volunteers are required to attend a training session with Parks & Recreation staff and/or existing volunteers before they start volunteering. In general, the site-supervisor will perform

facility/on-site orientation and training specific to where you are volunteering. If at any time during your assignment you feel you need additional training, contact your site-supervisor or the Volunteer Coordinator.

Attendance/Punctuality

When scheduled for a volunteer shift at a park site or special event, please arrive on time and stay for the entire scheduled shift. If there is a time that a volunteer cannot come to a scheduled shift or special event, please notify the site-supervisor or Volunteer Coordinator prior to the scheduled shift or special event. Volunteers will be terminated from the Parks & Recreation volunteer program on the 1-year anniversary of the last background screening. In order to continue with the Volunteer Program, volunteers will need to submit a new Background Check online and resubmit (update) a Volunteer Application online. Attend volunteer orientation and complete all required training before they can return as a Parks & Recreation active volunteer.

Phone Usage

Parks & Recreation facility/office telephones are intended for business use only, except in emergencies or approved by a staff member. If answering the phone is part of your assigned duties, always answer the phone using a professional speaking voice and manner. For example, “Thank you for calling Vineyards Community Park, how can I help you?” Please check with your site-supervisor on the appropriate times to use your personal cell phone.

Standards of Conduct (CMA #5311.1-2)

By accepting a volunteer position with the Collier County Parks & Recreation Division, you are always expected to present professionalism to the public. For the Division, our staff, and volunteers to be successful, we ask that you adhere to the following policies:

- Volunteers will perform assigned duties in a satisfactory manner.
- County property, equipment and materials will be utilized only for the purpose it is intended and will not be destroyed, damaged or used for personal purposes.
- Personnel and other County records, including volunteer application or other related documents, must be truthful and contain accurate information.
- While on County property, volunteers will not use, possess or be under the influence of alcohol or illegal drugs.
- Possession of weapons is not permitted on County property or at any County function.

- Volunteers will not engage in any type of harassment.
- Conviction of, pleading guilty or pleading “no contest” to a felony or misdemeanor of first or second degree may result in the termination of the volunteer assignment.
- Volunteer’s conduct towards other volunteers, supervisors, staff and the public will remain courteous, positive and appropriate for the assignment.
- Section, department or division policies and procedures must be followed.
- Volunteers will not engage in fights or malicious mischief while on County property or while representing the County in any capacity, including while wearing County Apparel.
- Injuries while volunteering will immediately be reported to the site-supervisor of the volunteer.
- All safety rules will be followed.

While volunteering, you are expected to conduct yourself in a manner which respects our patrons, staff and other volunteers. If you fail to follow the policies and guidelines outlined in this handbook or other training classes you have attended, you will be counselled up to and including termination of your volunteer assignment. If there is a repeat non-compliance with the established guidelines, the Volunteer Coordinator, Site-Supervisor, or Division Director may deem it necessary to terminate your volunteer privileges. Volunteers are an asset to the County and we want to ensure your volunteer experience here is enjoyable. Please inform the Site-Supervisor or Volunteer Coordinator if anything occurs that makes you feel unsafe or uncomfortable.

Volunteer Status and Dismissal

Volunteers may be terminated at any time for violations of agency policy or procedures, as defined in this manual and orientation. This manual, nor any other written or verbal communication between you and the staff of the Division, is intended to create a volunteer contract between you and Collier County Parks & Recreation. Accordingly, you have the right to terminate our relationship at any time with or without reason and the Collier County Parks & Recreation Division retains the same right.

Dress Code (CMA #5309)

Volunteers will wear clothing appropriate for their assignment that ensures safety, reflects good judgment and maintains positive patron relations. Volunteers represent the County, so it is important to create and maintain a positive image consistent with County standards. Volunteers should always wear their name tag or volunteer badge.

Solicitation & Political Activity (CMA #5320/5324)

Volunteers may not solicit or distribute literature while completing their volunteer assignment hours or use County facilities to solicit, distribute or sell materials, services or products, in order to gain a profit. Volunteers may not take part in political campaigns or other political activities while completing their volunteer assignment hours.

Smoking (CMA #5318)

Smoking is only allowed in designated smoking areas. Smoking is always prohibited in all public places, at all public meetings, in County vehicles and in all enclosed areas within any County building.

Drug and Alcohol Use (CMA #5312)

Collier County prohibits the unlawful manufacture, distribution, dispensation or use of alcohol or controlled substances in the workplace, where the volunteer assignment takes place or at a County event. Any volunteer who willingly volunteers under the influence of drugs or alcohol will be immediately sent home and terminated from the volunteer program.

Code of Ethics (CMA #5311)

Volunteers will not disclose confidential information gained by means of their position, nor shall they use such information for their personal gain or benefit. Volunteers will not transact any business, in their capacity with the County, with any business entity of which they are an officer, director, agent or member, or in which they own a controlling interest while volunteering.

Emergency Situations (CMA #5201)

We ask for all volunteers to exercise common sense regarding any emergency that should arise. Please notify the appropriate people; this includes emergency medical attention (dial 911), the police, fire department and Parks & Recreation as well as Facilities Management staff. We expect you to know where the nearest phone is (and how to dial out) and where the nearest exits are, as well as fire extinguishers, AEDs and first aid kits.

Non-emergency Collier County Sheriff's phone number is (239) 252-9300.

Non-emergency Naples Police Department phone number is (239) 213-4844.



Facilities Management phone number is (239) 252-2222.

Computer Workstation (CMA #5404)

Collier County computer workstations are County property and are to be used exclusively for County business. Most of the data stored on the County network is public record. Users of County computer workstations should not have an expectation of privacy in anything they create, store, send or receive on the County network.

Workplace Safety (CMA#5902)

Safety and health of volunteers are top priorities and County departments and divisions must comply with all written safety and health programs, policies and procedures. Volunteers are encouraged to express safety and health related concerns or complaints via roundtables, suggestion boxes and/or other available methods.

Reporting Injuries (CMA #5803)

Injuries and accidents may happen however diligent a volunteer may be. Any injuries and/or accidents must be immediately reported to a Parks & Recreation Site-Supervisor under whom they are volunteering and complete the First Report of Injury with the Risk Management Department. Collier County may provide registered Parks & Recreation volunteers coverage under Workers Compensation. No compensation is provided for lost wages.

Contact Information

North Collier Regional Park
Administration Building
15000 Livingston Road
Naples, FL 34109

Phone: (239) 252-4033

Online: www.collierparks.com



Thank you for being a Volunteer!

Volunteer Handbook Acknowledgement

I _____ (volunteer's full name), hereby confirm that I have read the "Volunteer Handbook" and understand the contents described. I agree with the conduct and behavior expected of me as a Volunteer of Collier County Parks & Recreation Division.

I have received the Volunteer Handbook, and understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Volunteer's Signature

Volunteer's Name (Print)

Date